

IOT Computer Operations - 2017

Who We Are:

Indiana Office of Technology – Computer Operations. We are a 17 member team, and are staffed 24x7. We provide both mainframe and distributed systems production batch scheduling, systems monitoring, after hour’s level-1 helpdesk support, problem determination and escalation, as well as Mainframe Billing Admin support, for IOT and BSU. As an aggregate, we process nearly 25,000 jobs per week. We are responsible to ensure these processes complete successfully, and prospectively diagnose potential issues that could impact IOT’s production environment.

Our Mission:

Ensuring 24 x 7 Operations for IOT Data Center Systems Processing and Hardware.
Operations mission is to ensure 24x7x365 Production Operations for the Indiana Office of Technology data center. We host and support both IOT’s, and Ball State University’s mainframe environments, both here are and our disaster recovery location. We are the first point of contact for IOT and other state agencies and purposed with providing prompt, knowledgeable, and precise service, problem resolution, or escalation to Tier 2 or Tier 3 support. We ensure that production schedules complete on time and that they correctly defined and have met the customers’ business objectives. When any hardware or software related event failure/warning occurs, we assess and solve, or properly escalate these issues to the responsible area of support. Finally, we are responsible monitoring and reporting security and environmental concerns, and seeing these through to completion.

Department History:

Traditionally operations performed functions related mainframe processing. These included systems monitoring, physical tape processing, print processing, and jobs execution monitoring. Over time, and with changing technology, virtualization, automation, and outsourcing of print, the responsibilities shifted to a more production control related task. No longer are we hanging 5000 tapes a day, and printing 150,000 pages of output. Today’s operations create, controls, monitors, and repairs batch processing for the Mainframe, Windows, UNIX, AIX, and Linux platforms, and manage database functions for our CA7 automation application. Operations handle after hours help desk processes and administer mainframe billing. We monitor all video and are the first point of contact for those needing access to the data center. We monitor, and implement all data center environmental functions. Power, Cooling, Electrical, Fire Suppression

What We Do:

We provide:	24x7 onsite Data Center, Mainframe, and distributed batch monitoring, Level 1 Helpdesk, Mainframe Billing Admin Support, production control maintenance, and scheduling.
Application Support	Provide IBM MVS monitoring support for Mainframe Admin Team, and assist with supporting CA7, CA1, A11, TSO, ISPF, SDSF, Tivoli, and several miscellaneous other applications.
Issue Support	Research and solve abended or failed production processes, and escalate these when necessary.
Project Support	Provide support for multiple state agencies with implementation of new or changing batch cycles.
Helpdesk Level-1 Support	We triage and escalate all after hour’s helpdesk related functions.
Customer Service	We are the first point of contact for production related issues. This includes scheduled batch processes, software support, JCL, and job restarts, Mainframe IPL’s.
Consulting Services	Offer CA7 consulting and implementation services for multiple state agencies who require automation for batch processing.

Our Metrics:

We are required to have a 99.9% up time, and we meet this goal.

Our Customers:

Department of Revenue (DOR); Department of Correction (DOC); Department of Workforce Development (DWD), FSSA (ISETS) Child Support, DCS (ICES), and Food Stamps and other miscellaneous social services.
Division of Family Resources (DFR); IOT Helpdesk; Ball State University.

Our Budget: \$5.7 Million

Our Growth:

Major Accomplishments:

- Converted all Dept. of Revenue jobs from MVS to AIX.
- Implemented and scheduled all DWD production batch for their new distributed environments.
- Helped managed DWD Unisys mainframe during their transition to a distributed platform.
- Support, and Monitor IOT’s and other State Agencies Production batch environments.
- Fully staffed, 24x7 operations provides single point of contact for problem escalation, systems monitoring, and security.
- Upgraded and successfully implemented redundant power for the datacenter.
- Upgraded data center security doors and repaired damages hallway.

Current Projects:

- FSSA Conversion from ICES to IEDSS. (Mainframe application, to distributed Windows environment). 75% complete.